

SCOPE OF WORK

FOR THE PROCUREMENT OF A LARGE FORMAT PRINTER FOR USAID NAIROBI

1. DESCRIPTION OF SERVICES

Procurement of a large format printer and maintenance services for the Mission

2. STATEMENT OF WORK

2.1. PROCUREMENT

The Contractor is required to provide a large format printer with the following requirements:-

1. Brand – Canon
2. Large Format Color Printer
3. Network print, scan, copy function
4. Paper size up to A0 (33.11 × 46.81 inches)
5. Energy/Power Saving
6. Security Kit
7. Power – 240V

2.2. SERVICE CONTRACT

The contractor is required to provide a full maintenance service contract that provides for parts and consumables as follows:-

2.2.1. ALREADY EXISTING MACHINES

The contractor shall provide services for the following existing large format printers in addition to the new one to be purchased

NAME	MODEL	SERIAL NUMBER	LOCATION
HP Designjet T1300	CR651A	CN285ch077	First Floor GIS
HP Designjet 1055CM	C6075B	SG66EC3106	First Floor GIS

2.2.2. CONSUMABLE SUPPLIES

The Contractor shall furnish all consumable supplies required for copying operations including the copying paper. To insure that consumables are available at all times, the Contractor is required to supply the Key Operator with a standby stock of consumables. The Contractor shall ensure that a stock of one month supply of consumables is available at all times in their warehouses. The Key Operator will coordinate the delivery of supplies to machines.

2.2.3. MAINTENANCE

- (i) Preventive Maintenance - The Contractor shall provide preventive maintenance service calls to ensure that the copier is maintained in good working condition. Maintenance calls shall be at intervals which meet maintenance standards, but not less than once per month. These calls shall be made during normal business hours
- (ii) Response To Service Calls - The Contractor shall respond to oral service calls placed by the Key Operator for the copier requiring service, within twenty four (24) hours of notification during normal Mission working hours. The response time on service calls shall commence when the Key Operator contacts the Contractor. In cases where a copier cannot be repaired within forty- eight (48) hours, the Contractor shall provide a replacement machine of equal or greater capabilities. Replacement machines shall remain in use until the original machine is repaired or permanently replaced. Copies made on a replacement machine will be taken into account for copy commitment purposes. If a replacement machine is for a higher volume band, the cost-per-copy price for the original machine will apply.

2.2.4. OPERATIONAL REQUIREMENTS

- (i) Equipment Demonstrations - During installation of the printer, the Contractor must demonstrate to the Key Operator that copiers are in proper operating condition. Following successful demonstration, the Contractor shall schedule a session to instruct authorized users on operating instructions and service call procedures.
- (ii) Operator Training - The Contractor shall provide training for Key Operators on site at the time of initial installation, at a mutually agreeable time. At time of training, the Contractor will provide key codes on each of the machines installed.

2.3. KEY OPERATORS

- (i) The Designated Officer will provide to the Contractor a list of Key Operator(s), not later than the date on which the printer is installed. The list will be updated as necessary.
- (ii) The Key Operator will be the Contractor's first point of contact on issues relating to individual copies, except for initial copier installation, for which the Designated Officer shall be the first point of contact. If there is an issue that cannot be resolved at the Key Operator level, the Contractor shall elevate the issue to the Designated Officer for resolution.

2.4. REPORTING REQUIREMENTS

The contractor will work closely with the Authorized staff identified below to ensure all necessary provisions are in place.

At the time of monthly invoicing the Contractor shall provide the Mission with a report. The report must include:-

- (i) Make and model
- (ii) Location and serial number of machine
- (iii) Record of repairs and maintenance performed with signatures of authorized USAID personnel as indicated below.
- (iv) Monthly volume of copies made by machine
- (v) Total cost for copying services for each month

3. PERIOD OF PERFORMANCE

The service contract period is 12 months, renewable annually subject to acceptable standards of service delivery.

4. PAYMENT

The contractor will invoice on a monthly basis.

5. Authorized Mission Staff

Key Operators – Simon Magamba and Dorothy Walutila

Designated Officer - Jean Kinyanjui

Procurement Contact – John Mbote

The Executive Officer